Job Description: TECHNICAL SUPPORT CLERK

CLASS NO. 505   **EEOC CATEGORY:** Office Clerical

PAY GROUP: 8   **FLSA:** Non-Exempt

SUMMARY OF POSITION

Assist Information Technology Staff with the initial set up of computers. Helps to maintain records related to computer inventory. Assist the Technology Staff in their duties as assigned.

ORGANIZATIONAL RELATIONSHIPS

1. <u>Reports to:</u> Information Technology Director, Network Security Administrator

2. <u>Other:</u> Has contact with Technology Department staff, department heads and employees, county officials and the general public.

EXAMPLES OF WORK

<u>Essential Duties*</u>

Assist the Information Technology Staff as necessary.

Initial setup of computers including unpacking, software installation and records related to installs.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: This is an entry level position that requires physical labor, problem solving skills, some knowledge of Windows Operating Systems. Preferably a person working toward an education in the Information Technology Field.

Skill/Ability to: Demonstrate proficiency in oral and written communications, establish and maintain effective working relationships. Lift boxes up to 30 lbs. and climb ladders.

ACCEPTABLE TRAINING AND EXPERIENCE

High school graduate or its equivalent (college course work desired).

CERTIFICATES AND LICENSES REQUIRED

Appropriate Texas Driver's License.

*for the purpose of compliance with the Americans with Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.
1/2013

Chambers County